

## 1 Our approach to your privacy

- 1.1 **Heritage Way Pty Ltd ACN 065 172 849 ABN 97 065 172 849** trading as Domus Nursery ('we', 'us' or 'our') grows exotic and native plants for wholesale supply, distribution and purchase. We are committed to the protection of information that we hold about individuals. We are bound by the Australian Privacy Principles (APPs) under the *Privacy Act 1988* (Cth) (**Privacy Act**) and other applicable laws. This privacy policy (**Privacy Policy**) covers our treatment of personal information that we collect, use and disclose.
- 1.2 We may update this Privacy Policy from time to time. The most current version of our Privacy Policy will be located on our website and is also available by contacting our Privacy Officer by email or at the address detailed below.
- 1.3 By using our website, or by providing any personal information to us, you consent to the collection, use and disclosure of your personal information as set out in this Privacy Policy.

## 2 Types of personal information collected

- 2.1 As part of our supply and distribution of the plants and other related activities, we may collect information when it is reasonably necessary for any of our functions or activities. The types of personal information that we collect and hold will vary depending on your dealings with us. This information may include any or all of the following:
- (a) your name, address(es), telephone number(s) and other contact details;
  - (b) where you are acting as trustee of a trust, details of the relevant trust including name and ABN;
  - (c) electronic address(es);
  - (d) payment information (such as credit card or bank details);
  - (e) where you apply for a credit account with us:
    - (i) your credit rating information;
    - (ii) date of birth (if applicable); and
    - (iii) driver's licence details;
  - (f) other personal information required to provide our products and/or services; and
  - (g) transaction details relating to your use of our products and/or services and any membership benefits.
- 2.2 We ordinarily do not collect sensitive information from our clients. If for any reason we receive sensitive information, we will only use it in accordance with the Privacy Act.

- 2.3 From time to time, you may provide us, and we may collect from you, personal information of a third party (for example, for delivery purposes). Where you provide the personal information of a third party, it is your responsibility to ensure that those persons are aware of this Privacy Policy, understand it and agree to accept it.
- 2.4 You do not have to provide us with any personal information, however, if you do not do so we may not be able to provide you with the products or services you have requested.

### **3 How we collect personal information**

- 3.1 Generally, we collect personal information directly from you, such as:
- (a) when you submit information through our website;
  - (b) in person;
  - (c) in the course of us providing you with a requested product or service;
  - (d) when you apply for a credit account with us;
  - (e) when you reply to a survey or promotion that we run; or
  - (f) when you have other dealings with us.
- 3.2 We collect personal information through third parties who supply products and services or refer customers to us.

### **4 Information you give us about other people**

If you provide us with personal information about someone else you must ensure that you are entitled to do so and that we may collect, use and disclose that information in the manner set out in this Privacy Policy without further action by us. In particular, you agree to inform that person who we are, that we will use and disclose their personal information as outlined in this Privacy Policy from time to time, that they may gain access to that information as outlined in this Privacy Policy and the consequences if the information is not provided (such as our inability to provide products or services to you or them).

### **5 Why we collect, use and disclose personal information**

- 5.1 We will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, or where authorised or required by law.
- 5.2 We will collect personal information for the following purposes:
- (a) to establish and maintain your relationship with us;
  - (b) to provide the products or services you have requested from us;
  - (c) to answer any inquiry you make;

- (d) to provide credit to you;
- (e) to make our products and/or services more valuable or useful; or
- (f) to manage the operation of open days and similar marketing events for customers.

5.3 We may also disclose your personal information to third parties who work with us in our business to provide, promote or improve the products or services you have requested or are interested in, such as:

- (a) suppliers, couriers and delivery contractors engaged by us; and
- (b) consultants and professional advisers.

## **6 Direct marketing**

6.1 We may use your information to provide and market our products and/or services to you (including by direct marketing) and to enhance and develop our relationship with you. We may also use your information to keep you informed of our products, events and other matters including by email or other electronic means.

6.2 If you do not wish to be contacted for these purposes please let us know by contacting the Privacy Officer at our office or opting-out of receiving this marketing through the unsubscribe function that will be made available to you with each communication.

## **7 How we store and protect personal information**

7.1 We store personal information in a combination of computer storage facilities, paper-based files and other records. In so doing, we have taken numerous steps to protect your personal information from misuse, interference and loss, and unauthorised access, modification or disclosure.

7.2 Additionally, we take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

7.3 The internet is not a secure method of transmitting information. Accordingly, other than where we use secure socket layer technology (SSL) to ensure information is securely transmitted and processed, we cannot and do not accept responsibility for the security of information you send to or receive from us over the internet, or for any unauthorised access or use of that information.

## **8 Do we send personal information overseas?**

We, or our contracted data storage providers, may use servers, systems and cloud computing providers outside Australia to store your personal information. We use our best endeavours to ensure that all information transferred outside Australia to our storage providers will not be held, used or disclosed by the recipient contrary to the Privacy Act and the APPs.

## 9 How you can access your personal information

- 9.1 We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change, such as your address or phone number, please contact our Privacy Officer by email or at the address detailed below.
- 9.2 At your request, we will provide you with a copy of any personal information which we hold about you, unless an exception under the Privacy Act applies. We may charge a fee for retrieving this information, in which case we will inform you of the fee and obtain your agreement to that fee before providing the information.
- 9.3 We will promptly acknowledge and investigate any complaint about the way we manage personal information.

## 10 Cookies

- 10.1 Our website uses cookies to track user traffic patterns and to better serve you when you revisit a website. A cookie is a small data file that a website may write to your hard drive when you visit it. A cookie file can contain information, such as a user ID which the website uses to track the pages you have visited. You can refuse all cookies by turning them off in your browser. However, full functionality for our website requires the use of cookies.
- 10.2 Information is also generated whenever a page is accessed on our website that records information such as the time, date and specific page. We collect such information for statistical and maintenance purposes that enable us to continually evaluate our website performance.

## 11 How to contact us or make a complaint

- 11.1 If you have any questions about this Privacy Policy, if you wish to update information we hold about you or if you wish to make a complaint about our collection, use or disclosure of your personal information under this Privacy Policy, please contact:

**The Privacy Officer:** Mr Colin Groom

**Address:** 50 Bahen Rd, Hacketts Gully WA 6076

**Postal Address:** PO Box 216 KALAMUNDA WA 6926

**Phone:** (08) 9293 1768

**Fax:** (08) 9293 3786

**Email:** [sales@domusnursery.com.au](mailto:sales@domusnursery.com.au)

- 11.2 We will take reasonable steps to remedy any issues resulting from our failure to comply with our privacy obligations.

*Last updated November 2021*